

(b) if so, what steps Government have taken to improve the facilities and services to the customers?

**THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS
(SHRI TAPAN SIKDAR): (a) No, Sir.**

(b) The following steps have been taken to further improve the facilities and services to the customers:—

- (i) Fault repair service have been computerised in 416 exchanges out of 513 exchanges of 1000 lines and above capacity. The work is in progress in a phased manner for computerisation of fault repair service in remaining exchanges.**
- (ii) Pagers have been provided to line staff wherever possible for speedy movement of field staff to attend complaints.**
- (iii) Rehabilitation of external plant and provision of internal DPs.**

Expansion of Telephone Exchanges in Jammu and Kashmir

2600. SHRI GHULAM NABI AZAD: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are taking any steps for expansion of the electronic telephone exchanges in Jammu and Kashmir; and

(b) if so, by when it is likely to be expanded?

**THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS
(SHRI TAPAN SIKDAR): (a) Yes, Sir.**

(b) The existing capacity of telephone exchanges in Jammu & Kashmir Telecom circle have been expanded by 45301 lines during the current year.

**Telephone Facility in post offices/sub-post offices in
Jammu and Kashmir**

2601. SHRI GHULAM NABI AZAD: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether public telephone facility is available in all post-offices/sub post-offices in Jammu and Kashmir;

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(b) if so, the number thereof; post office-wise/sub post-office wise in each district; and

(c) if not, the details of the measures proposed to be taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) and (b) Public telephone facility is available in some post offices in Jammu & Kashmir. The number of Public Call Offices post-office wise in each district is as follows:—

Sl. No.	Name of District	Sub Post Office	Branch Post Office
1.	Anantnag	6	2
2.	Badgam	4	4
3.	Baramulla	6	1
4.	Doda	7	15
5.	Jammu	52	13
6.	Kargil	3	-
7.	Kathua	14	13
8.	Kupwara	2	-
9.	Leh	2	1
10.	Poonch	5	11
11.	Pulwama	5	8
12.	Rajouri	13	52
13.	Srinagar	17	-
14.	Udhampur	20	27

(c) Public telephone facility is provided in post offices by the Bharat Sanchar Nigam Limited on case to case basis as per justification.

Expenditure on Advertisements by MTNL

2602. SHRI MOHD. AZAM KHAN: Will the Minister of COMMUNICATIONS be pleased to state the amount spent by the Mahanagar Telephone Nigam Ltd. Delhi. on advertisement during 1999-2000 particularly, from 1st April to 31st December, 2000, language-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): The amount spent by MTNL Delhi Unit and Corporate